Commonwealth of Massachusetts Executive Office of Health and Human Services

Resource Guide to the Department of Mental Health

November 2008

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If you have any changes to this guide please let the Vicki Wharen in the Commissioner's Office know by email at victoria.wharen@dmh.state.ma.us or by phone at (617) 626-8130.

Commonwealth of Massachusetts Department of Mental Health

VISION AND MISSION STATEMENT

VISION

Mental Health is an essential part of health care. The Massachusetts Department of Mental Health, as the State Mental Health Authority, promotes mental health through early intervention, treatment, education, policy and regulation so that all residents of the Commonwealth may live full and productive lives.

MISSION STATEMENT

The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities. The Department establishes standards to ensure effective and culturally competent care to promote recovery. The Department sets policy, promotes self-determination, protects human rights and supports mental health training and research. This critical mission is accomplished by working in partnership with other state agencies, individuals, families, providers and communities.

AUTHORITY

Massachusetts General Law: Chapters 19, 123

Regulations: 104 CMR

Departmental policies issued from time to time by Commissioner

WHAT IS MENTAL ILLNESS?

Serious, long-term mental illness describes disorders that cause severe disturbances in thinking, feeling and relating that result in a substantially diminished capacity for coping with the ordinary demands of life. Mental illness may affect anyone, regardless of age, sex, race, income, religion or education. One in every five Americans experiences an episode of mental illness at least once in a lifetime or experiences numerous or persistent episodes. In fact, people with mental illness occupy more hospital beds than people with any other illness.

There are many types of mental illness. Serious mental illnesses include schizophrenia, depression and manic depression. Symptoms of mental illness are varied and each person experiences it differently. Current research indicates that many severe mental illnesses are biological diseases that interfere with normal brain function. Genetic factors, family history, psychological or social factors, chronic medical illness, substance abuse and severe traumatic life crises can create a predisposition to mental illness. Mental illness is not the result of a lack of "willpower" or weak character. Mental illness can strike at any age, even when a child is very young or in elderly people.

Since making a definitive diagnosis of mental illness during childhood is very difficult, particularly as children may have learning disabilities and other neurological problems as well, the federal government and many professionals use only the term emotional disturbance when referring to mental health problems in children. Emotional disturbance varies in seriousness and may result in functional disability in several life spheres, such as an inability to function socially at an appropriate level, to exhibit appropriate behavioral controls and judgment, and to perform academically at grade level. Homelessness, or being a victim of or witness to physical or sexual abuse, neglect or violent behavior at home or in the community can also contribute to emotional disturbance.

Researchers continue to pursue the study of how biochemical, psychological, genetic and environmental factors interact and contribute to the onset of mental illness and severe emotional disturbance.

The majority of psychiatric disorders can be effectively treated. Treatment, which often combines medications with therapeutic and social rehabilitation interventions, can effectively alleviate the severe symptoms of schizophrenia, such as hallucinations and delusions, halt the downward spiral of those experiencing a depressive disorder and stabilize children and adolescents suffering from severe emotional disturbance.

Community support services are a critical component of rehabilitation and recovery. Adults with mental illness benefit from community-based support services that help build self-confidence through learning or relearning living and employment skills. Living independently, building social relationships, getting an education and holding a job are goals for most people with mental illness while others may need supports for long periods to achieve and maintain stability. The goal of treatment is to provide people with mental illnesses the means to achieve the highest degree of independence and productivity clinically possible.

For mentally ill or severely emotionally disturbed children and adolescents, the goal of treatment is to provide symptom relief and to build self-confidence through improved interpersonal, academic, social and vocational skills so that a successful integration or reintegration into family, school and recreational activities can occur. One of the most important components of these services is to provide support services to siblings and parents. These services include teaching the family strategies for managing the child or

adolescent's behavior, securing school and other community services that can assist the child and family, and assuring that each family member's needs get met.

HOW TO USE THIS DIRECTORY

The Department of Mental Health has a Central (administrative) Office, located in Boston, with six Area Offices located throughout the state. In addition, there are local service delivery sites within each Area. The Area offices are: Western Massachusetts, Central Massachusetts, North East, Metro Suburban, Southeastern Massachusetts and Metro Boston.

To get information about mental health services, including emergency services,** or the names of key DMH managers serving your city or town:

- 1) Locate the city or town of your residence in the alphabetical listing at the very back of the Directory; the Area is identified in parentheses after the city or town.
- 2) Locate the appropriate Area office from the Table of Contents at the front of the Directory.
- 3) Under the Area office, find your city or town under "Local Service Sites" and contact either the "Person in Charge" or the manager of a specific service. The "Person in Charge" or another manager will be able to provide you with information or direct you to the appropriate resource.
- 4) The name of the Director of Child and Adolescent Services is included under each Area office listing.
- 5) The names of key managers in the Department's Central Office are also listed in this Directory.

**In an emergency, call the Emergency/Crisis 24-hour phone numbers listed for each Local Service Site directly. These numbers provide access to emergency psychiatric services for adults, children and adolescents.

INDIVIDUALS WHO ARE DEAF, HARD OF HEARING, OR SPEECH DISABLED

Individuals who are deaf, hard of hearing, or speech of disabled may access any of the Department of Mental Health's offices via the Massachusetts Relay Service (MassRelay). MassRelay is open 24 hours a day, 7 days a week, 365 days a year, enabling hearing people or people who do not use a text telephone (TTY) to communicate over regular telephone lines with people who are deaf, hard of hearing, or speech disabled.

A Relay Operator (OPR) will complete your call, dialing the party you wish to contact and then stay on the line to relay messages electronically via a TTY or verbally to people who can hear.

Relay Operators provide exact transcriptions of what they hear and speak what is typed to them, unless the caller directs them to do otherwise. All relay calls are confidential.

MassRelay Numbers

Universal Access	711
TTY	1-800-439-2370
Voice/Speech to Speech Relay (STS)	1-800-439-0183

To Place a Call Using MassRelay

- 1. Dial **711** in Massachusetts or **1-800-439-0183** from anywhere. TTY users should dial **1-800-439-2370**.
- 2. A Relay Operator will answer the call. Inform the Relay Operator either verbally or via the TTY of the number of the person you are calling and the connection will be made.
- 3. The Relay Operator will type the spoken words to the hearing impaired person's TTY and read/voice the typed words from the TTY back to the non hearing impaired person.
- 4. The non hearing impaired person should speak slowly and directly to the hearing impaired person, not to the Relay Operator.
- 5. The non hearing impaired person should say "Go Ahead" each time they finish their part of the conversation so the hearing impaired person can respond.

Service Directory

Department of Mental Health Central Office 25 Staniford Street Boston, MA 02114

Direct Dial: (617) 626-8000 Operator: (617) 626-8000 TTY: (617) 727-9842 www.state.ma.us/dmh

Barbara Leadholm, Commissioner	x68123
Marianne Callinan, Assistant to the Commissioner/Office Manager	x 68123
Regina Marshall, Chief of Staff	x68031
Stephen Cidlevich, Director of Constituent Affairs	x 68140
David Faria, Director of Investigations	x 68151
Vacant, Director of Human Rights for Adults	x 68139
Bernadette Drum, Director of Child/Adolescent Human Rights	x 68150
Jamie Curtis, Acting Director of Privacy and Compliance	x 68163
Ed Wang, Director of Multicultural Affairs	x 68137
Anna Chinappi, Director of Communications and Consumer Affairs	x 68124
Lester Blumberg, General Counsel	x 68233
Lawrence Behan, Deputy Commissioner Management and Budget	x 68096
John Sullivan, Assistant Commissioner Administration and Finance	x 68042
Karen Brady, Director of Budget and Reimbursement	x 68023
Claritza Abreu, Assistant Commissioner Applied Information Technology (AIT)	x68218

Department of Mental Health - Central Office Continued

Mary Ellen Foti, M.D., Deputy Commissioner Clinical and Professional Services	x 68116
Gary Pastva, Assistant Commissioner Clinical and Professional Services	x68106
Eleanor Shea-Delaney, Assistant Commissioner Program Development and Interagency Planning	x 68253
Jay Tallman, Director of Policy	x 68179
Michael Weeks, Director of Licensing	x 68120
Beth Lucas, Director of Quality Improvement	x 68084
Elaine Hill, Deputy Commissioner Mental Health Services	x 68252
Marcia Fowler, Assistant Commissioner Mental Health Services	x68068
Debra Pinals, M.D., Assistant Commissioner Forensic Mental Health Services	x 68071
Joan Mikula, Assistant Commissioner Child/Adolescent Services	x 68086
Information & Referral Specialist *Active during business hours only, Monday through Friday, 8:45 a.m. to 5:00 p.m.	1-800-221-0053*

Western Massachusetts Area

Elizabeth Sullivan, Area Director

P.O. Box 389

Northampton, MA 01061-0389 Phone (413) 587-6200 Fax (413) 587-6205 TTY (413) 586-6592

Ann dellaBitta, Area Operations Manager Stuart Anfang, M.D., Area Medical Director Susan Sprung, Director of Community Services Phyllis Bermingham, Director of Child/Adolescent Services John Barber, Interim Area Forensic Director

Local Service Sites

Berkshire 333 East St. Pittsfield, MA 01201 Telephone #

(413) 395-2000 Fax: (413) 395-2018 TTY: (413) 443-8294 Person in Charge

Nancy Brenner

Central/South Berkshire

Alford, Becket, Dalton, Egremont, Great Barrington, Hancock, Hinsdale, Lanesboro, Lee, Lenox, Monterey, Mount Washington, New Ashford, New Marlboro, Otis, Peru, Pittsfield, Richmond, Sandisfield, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Windsor

Central/South Berkshire

 Emergency/Crisis 24-hr.
 Telephone #

 333 East Street
 (413) 499-0412

 Pittsfield, MA 01201
 Fax: (413) 499-0955

Person in Charge Marybeth Malacarne

North Berkshire

Adams, Cheshire, Clarksburg, Florida, Monroe, North Adams, Savoy, Williamstown

North Berkshire

Emergency/Crisis 24-hr. 25 Marshall Street North Adams, MA 01247 **Telephone** # (413) 664-4541 Fax: (413) 662-3311 **Person in Charge** Marybeth Malacarne

Franklin/North Quabbin 13 Prospect St. Greenfield, MA 01301 **Telephone** # (413) 772-5600 Fax: (413) 772-5638 TTY: (413) 772-3076 Person in Charge Thomas Moriarty

Franklin

Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Millers Falls Montague, New Salem, Northfield, Petersham, Phillipston, Rowe, Royalston, Shelburne, Shutesbury, Sunderland, Turners Falls, Warwick, Wendell, Whately Franklin

Emergency/Crisis 24-hr. 140 High Street

Greenfield, MA 01301

Athol/Orange/Quabbin

Emergency/Crisis 24-hr. 31 Like Street PO Box 449

Gardner, MA 01440

Telephone #

(413) 774-5411

Fax: (413) 773-8429

Telephone #

(978) 632-9400 Fax: (978) 630-3085

TTY: (978) 630-2485

Person in Charge

Person in Charge

Nick Fleisher

Eric Dumont

Hampshire 1 Prince Street **PO Box 389**

Northampton, MA 01061-0389

Amherst, Chesterfield, Cummington Easthampton, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, Worthington

Emergency/Crisis 24-hr.

131 King Street

Northampton, MA 01060

Telephone #

(413) 587-5300 Fax: (413) 585-1352 TTY: (413) 587-5314 **Person in Charge** Mark Leibowitz

Person in Charge

Jean Bishop

Holyoke/Chicopee 4 Valley Mill Road Holyoke, MA 01040

Belchertown, Bondville, Chicopee, Granby Holyoke, Ludlow, Monson, Palmer, South Hadley, Southampton, Thorndike, Three Rivers, Ware

Emergency/Crisis 24-hr.

40 Bobala Road Holyoke, MA 01040 Telephone #

Telephone #

(413) 586-5555

Fax: (413) 582-4252

(413) 493-8000 Fax (413) 493-8003 TTY (413) 534-8996 **Person in Charge**

Martha Sabin

Telephone #

(413) 536-2251 Fax: (413) 532-8271 Person in Charge

Meg Mastriani

Springfield

140 High Street, Suite 5025 Springfield, MA 01103

East Longmeadow, Hampden, Longmeadow

Springfield, Wilbraham

Emergency/Crisis 24-hr.

503 State Street

Telephone #

(413) 452-2300 Fax: (413) 452-2306 TTY: (413) 747-7240

(413) 733-6661

Person in Charge

Jose Tosado

Telephone #

Springfield, MA 01109

Fax: (413) 733-7841

Person in Charge

Meg Mastriani

Westfield

53 Southampton Road, Suite 1 Westfield, MA 01085

Agawam, Blandford, Chester, Granville Huntington, Montgomery, Russell, Southwick, Tolland, Westfield,, West Springfield

Emergency/Crisis 24-hr.

77 Mill Street, The Mill at Crane Pond Westfield, MA 01085

Telephone #

(413) 564-2200 Fax: (413) 568-8003 TTY: (413) 568-7840 **Person in Charge**

Diane Versace

Telephone #

(413) 568-6386 Fax: (413) 572-4104 **Person in Charge** Thomas Sawyer

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The following municipalities are covered by the Western Massachusetts Area:

Adams Dalton Lee Palmer Pelham Agawam Deerfield Lenox Alford East Longmeadow Leverett Petersham Amherst Egremont Levden Phillipston Ashfield Erving Longmeadow Pittsfield Florida Ludlow Plainfield Athol **Becket** Gill Middlefield Richmond Belchertown Goshen Monroe Rowe Royalston Bernardston Granby Monson Blandford Granville Montague Russell Bondsville **Great Barrington** Monterey Sandisfield Buckland Greenfield Montgomery Savoy Sheffield Charlemont Hadley Mt. Washington Cheshire Hampden New Ashford Shelburne Chester Hancock New Marlborough Shutesbury Chesterfield Hatfield New Salem Southwick Chicopee Hawley North Adams South Hadley Clarksburg Heath Southampton Northfield Colrain Hinsdale Northampton Springfield Orange Stockbridge Conway Holyoke Cummington Sunderland Huntington Otis Lanesborough Thorndike

Three Rivers Tolland Turners Falls **Tyringham** Ware Wendell Washington Westfield Westhampton West Springfield West Stockbridge Wilbraham Williamsburg Williamstown Windsor Worthington

Central Massachusetts Area

Ann Scott, Area Director

Worcester State Hospital 305 Belmont Street Worcester, MA 01604 Phone (508) 368-3838 Fax (508) 363-1500 TTY (508) 752-0127

Michael McNamara, Area Operations Manager Dale Rauch, M.D., Area Medical Director Susan Sciaraffa, Director of Community Services Richard Breault, Director of Child/Adolescent Services Barry Foster, Psy.D., Area Forensic Director

DMH Operated Facilities in Area Worcester State Hospital 305 Belmont Street Worcester, MA 01604 **Telephone** # (508) 368-3300 Fax # (508) 363-1515 TTY (508) 752-0127 Person in Charge Anthony Riccitelli Chief Operating Officer

Local Service Sites
North County
515 Main Street
Fitchburg, MA 01420

Telephone # (978) 353-4400 Fax # (978) 348-1275 TTY (978) 343-2637 Person in Charge Matthew Broderick

Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton,, Clinton, Fitchburg, Gardner, Gilbertville, Groton, Hardwick, Harvard, Hubbardton, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Templeton, Townsend, Westminter, Winchendon

Fitchburg

Emergency/Crisis 24 hr. Herbert Lipton MHC 45 Summer Street Leominster, MA 01453 **Telephone** # 1-800-977-5555 (978) 534-3372 Fax # (978) 537-4966

Person in Charge Paul Walker

Gardner

Emergency/Crisis 24 hr.
North Central Human Services
31 Lake Street
Gardner, MA 01440

Telephone # (978) 632-9400 (800) 379-9404

Telephone #

(508) 887-1100

Person in Charge Steve Blais

South County 40 Institute Road, Oaks "B" Bldg. No. Grafton, MA 01536

No. Grafton, MA 01536

Bellingham, Blackstone, Brimfield, Brookfield,
Charlton, Douglas, Dudley, East Brookfield,
Franklin, Grafton, Holland, Hopedale, Medway,
Mendon, Milford, Millbury, Millville, North Brookfield,
Northbridge, Oxford, Southbridge, Spencer, Sturbridge
Sutton, Upton, Uxbridge, Wales, Warren, Webster,
West Brookfield, Whitinsville

Person in Charge Pam Druzbicki

Milford

Emergency/Crisis 24 hr.
Blackstone Valley, Emergency Services
Riverside Community Care
P.O. Box 1099
Upton, MA 01568

Telephone # (508) 634-3420 Fax # (508) 634-2603 **Person in Charge** Mike Rubin Southbridge

Emergency/Crisis 24 hr. Harrington Memorial Hospital

100 South Street

Southbridge, MA 01550

Telephone #

(508) 765-9771 ext. 2580 Fax # (508) 765-3147

Person in Charge Susan Moore Butler

Worcester

305 Belmont Street, Suite 4E Worcester, MA 01604

Auburn, Boylston, Holden, Leicester, Paxton, Shrewsbury, West Boylston, Worcester

Emergency/Crisis 24 hr. U/Mass. Medical Center

Emergency Mental Health Services

55 Lake Avenue North Worcester, MA 01605 Telephone #

(508) 363-2100 Fax # (508) 363-1521 TTY (508) 363-1550 **Person in Charge** Brian Minchoff

) 363-1550

Telephone # (508) 856-3562

Fax # (508) 856-1695

Person in Charge

Ana Wolanin

The following municipalities are covered by the Central Massachusetts Area:

Hopedale Ashburnham Hubbardston Ashby Auburn Lancaster Ayer Leicester Barre Leominster Bellingham Lunenburg Berlin Medway Blackstone Mendon **Bolton** Milford **Boylston** Millbury Brimfield Millville Brookfield New Braintree Charlton Northbridge North Brookfield Clinton

Douglas Oakham Dudley Oxford East Brookfield Paxton Fitchburg Pepperell Franklin Princeton Gardner Rutland Gilbertville Shirley Shrewsbury Grafton Groton Southbridge Hardwick Spencer Sterling Harvard Sturbridge Holden Holland

Sutton
Templeton
Townsend
Upton
Uxbridge
Wales
Warren
Webster
Westminster
West Boylston
West Brookfield
Whitinsville
Winchendon

Worcester

North East Area

Susan C. Wing, Area Director

P.O. Box 387

Tewksbury, MA 01876-0387 Phone (978) 863-5000 Fax (978) 863-5091 TTY (978) 640-1193

Anthony Castiglione, Area Operations Manager Robert Karr, M.D., Area Medical Director Laurie Gobeil, Director of Child/Adolescent Services Noreen Melanson, Director of Community Services Paul Benedict, Area Forensic Director

DMH Operated Facilities in Area Hathorne Units

Tewksbury State Hospital

365 East Street

Tewksbury, MA 01876

Telephone #

(978) 851-7321 ext. 2859 Fax: (978) 851-1029 TTY (978) 851-7321

Person in Charge

Marilyn Feitelberg **Chief Operating Officer**

Local Service Sites

Beverly 180 Cabot Street

Second Floor Beverly, MA 01915

Beverly, Danvers, Essex, Gloucester, Hamilton, Ipswich, Manchester, Marblehead, Middleton, Peabody, Rockport, Salem, Topsfield, Wenham

Emergency/Crisis 24-hr.

131 Rantoul Street

Telephone #

(978) 232-7300 Fax (978) 927-4469 TTY (978) 232-0020 Person in charge

Fred Hammdorff

Health and Education Services

Beverly, MA 01915

Telephone #

(978) 524-7107 Fax: (978) 927-4057 Person in Charge

David Rafferty

Lowell **Solomon Mental Health Center** 391 Varnum Avenue

Lowell, MA 01851

Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford

Emergency/Crisis 24-hr.

391 Varnum Avenue

Telephone #

(978) 322-5000 Fax (978) 322-5077 TTY (978) 458-6142 Person in Charge

John Gilmore

Choate

Lowell, MA 01851

Telephone #

(978) 322-5120 or 1-800-830-5177 Fax: (978) 322-5134 **Person in Charge**

Carol Porder

Essex North

15 Union Street, Suite 2 Lawrence, MA 01840

Amesbury, Andover, Boxford, Byfield, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, No. Andover, Rowley,

Salisbury, West Newbury

Telephone #

(978) 738-4500 Fax (978)738-4559

TTY (978) 738-4558

Telephone # (978) 521-3126 or

(800) 281-3223 Fax: (978) 521-7767 **Person in Charge**

Dorothy Smith

Emergency/Crisis 24-hr.

Health and Education Services 60 Merrimack Street Haverhill, MA 01830

Person in Charge

Colleen Babson

Emergency/Crisis 24-hr. Health and Education Services 30 General Street Lawrence, MA 01841

(978) 683-3128 Fax: (978) 686-7856

Telephone #

Person in Charge Sandra Madruga

Lynn 112 Market Street, 3rd Floor Lynn, MA 01901

Lynn, Lynnfield, Nahant, Saugus, Swampscott Emergency/Crisis 24-hr.

Tri-City MH 95 Pleasant Street Lynn, MA 01901

Telephone # (781) 477-8200 Fax (781) 593-7326 TTY (781) 477-8219

Telephone # (781) 596-9222 or (800) 988-1111 Fax (781) 581-9876 **Person in Charge** Kristen O'Melia

Person in Charge Laurie Sandler

Metro North 27 Water Street Wakefield, MA 01880 Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield

Emergency/Crisis 24-hr. Tri-City MH

95 Pleasant Street Lynn, MA 01901

Telephone # (781) 224-7900 Fax (781) 224-7937 TTY (978) 224-7935

Telephone # (781) 596-9222 or (800) 988-1111 Fax (781) 581-9876 **Person in Charge**

Laurie Sandler

Person in Charge

Linda Simons

The following municipalities are covered by the North East Area:

Groveland Amesbury Hamilton Andover Beverly Haverhill Billerica **Ipswich** Boxford Lawrence Byfield Lowell Chelmsford Lynn Danvers Lynnfield Dracut Malden Dunstable Manchester Essex Marblehead Everett Medford Georgetown Melrose Gloucester Merrimac

Methuen Middleton Nahant North Andover North Reading Newbury Newburyport North Andover Peabody Reading Rockport Rowley Salem Salisbury

Saugus Stoneham Swampscott Tewksbury Topsfield Tyngsborough Wakefield Westford West Newbury Wenham

Metro Suburban Area

Theodore Kirousis, Area Director

Westborough State Hospital PO Box 288 - Lyman Street Westborough, MA 01581 Phone (508) 616-3500 Fax (508) 616-3599 TTY (508) 616-3533

Lynn Hoffman, M.A., Area Operations Manager Kenneth Mitchell, M.D., Area Medical Director Barbara Lou Fenby, Ph.D., L.I.C.S.W., Director of Community Services Jack Rowe, M.P.H., Director of Child/Adolescent Services Karin Orr, LICSW, Area Forensic Director

DMH Operated Facilities in Area **Westborough State Hospital** P.O. Box 288 - Lyman Street Westborough, MA 01581

Telephone # (508) 616-2100 Fax (508) 616-2875 **Person in Charge** Joel Skolnick, L.I.C.S.W. **Chief Operating Officer**

Quincy Mental Health Center 460 Quincy Avenue Quincy, MA 02169

Telephone # (617) 626-9000 Fax (617) 770-2953 **Person in Charge** Paul Davidson, Ph.D. Center Director

Local Service Sites

East Suburban Site 20 Academy Street Suite 304 Arlington, MA 02474-6401

Acton, Arlington, Bedford, Belmont, Boxborough, Burlington, Carlisle, Concord, Lexington, Lincoln, Littleton, Maynard, Stow, Waltham, Watertown, Wilmington, Winchester, Woburn

Telephone # (781) 641-8100 or Fax (781) 641-8106 TTY (781) 641-8113 **Person in Charge** Lynne Musto, M.A., L.M.H.C. Site Director

Emergency/Crisis 24-hr.

Edinburg Center Emergency Services Program 1040 Waltham Street Lexington, MA 02420

West Suburban Site **Westborough State Hospital Hadley Building** P.O. Box 288 - Lyman Street Westborough, MA 01581 Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Natick, Northborough, Sherborn,

Southborough, Sudbury, Wayland, Westborough Emergency/Crisis 24-hr. Psychiatric Emergency Services

354 Waverly Street

Framingham, MA 01701

Telephone # 1-800-540-5806 or (781) 860-0570 (TDT/Deaf) (781) 984-4850 Fax (781) 860-7636

Telephone # (508) 616-2801 Fax (508) 616-2864 TTY (508) 616-2820 Joe Mageary, M.A.

Person in Charge

Person in Charge Oswald Rambarran, M.Ed. Site Director

Telephone # (508) 872-3333 or 1-800-640-5432 Fax (508) 875-2600 **Person in Charge** Sara Trognone, LICSW

Southwest Suburban Site Massachusetts Hospital School Donovan Building – 2nd Floor 5 Randolph Street

Canton, MA 02021

Canton, Dedham, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, Wrentham

Telephone # (781) 401-9700

Fax (781) 401-9721 TTY (781) 401-9701 **Person in Charge**

Site Director

Peter Angelos, M.S.W., L.I.C.S.W.

Emergency/Crisis 24-hr. Riverside Emergency Services

190 Lenox Street Norwood, MA 02062 Telephone # (781) 769-8674 1-800-529-5077 Fax: (781) 440-0740 Person in Charge Kate O'Connell, L.I.C.S.W.

South Suburban Site

Quincy Mental Health Center 460 Quincy Avenue Quincy, MA 02169

Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, Weymouth

Telephone #

(617) 626-9000 Fax (617) 626-9150 TTY (617) 472-3024 **Person in Charge**

Sharon Cole, M.Ed., LMHC

Site Director

Emergency/Crisis 24-hr.

South Shore Mental Health Emergency Services/Crisis Team 460 Quincy Avenue

Quincy, MA 02169

Telephone #

(617) 774-6036 800-528-4890 Fax: (617) 479-0356 **Person in Charge**

Stow

Sudbury

Walpole

Waltham

Leslie Chiotasso, L.I.C.S.W.

The following municipalities are covered by the Metro Suburban Area:

Foxborough Acton Framingham Arlington Ashland Hingham Bedford Holliston Belmont Hopkinton Boxborough Hudson Braintree Hull Burlington Lexington Canton Lincoln Carlisle Littleton Cohasset Marlborough Concord Maynard Medfield Dedham Dover Millis

Milton Natick Needham Newton Norfolk Northborough Norwell Norwood Plainville Quincy Randolph Scituate Sharon Sherborn Southborough

Watertown Wavland Wellesley Westborough Weston Westwood Weymouth Wilmington Winchester Woburn Wrentham

Southeastern Massachusetts Area

Peter Evers, Area Director

Brockton Multi-Service Center 165 Quincy Street Brockton, MA 02302 Phone (508) 897-2000 Fax (508) 897-2024 TTY (508) 897-2224

Ron Dailey, Area Operations Manager Susan Skea, M.D., Area Medical Director Ted Taranto, Director of Community Services Julia Meehan, Director of Child/Adolescent Services Ted O'Brien, Area Forensic Director

DMH Operated Facilities in Area Taunton State Hospital 60 Hodges Avenue or

P.O. Box 4007 Taunton, MA 02780 **Telephone** # (508) 977-3000

Fax (508) 977-3751 TTY (508) 822-7107 Person in Charge

Roberta Guez Chief Operating Officer

Pocasset Mental Health Center

830 County Road Pocasset, MA 02559 **Telephone** # (508) 564-9600

Fax (508) 564-9700 TTY (508) 564-7645 Person in Charge

Steve Jochim Center Director

Brockton Multi-Service Center

165 Quincy Street Brockton, MA. 02302 Telephone #

(508) 897-2000 Fax (508) 897-2075

TTY (508) 894-2102 (Crisis Unit)

Person in Charge Richard Jobin

Center Director

Corrigan Mental Health Center

49 Hillside Street Fall River, MA 02720 Telephone #

(508) 235-7200 Fax (508) 235-7346 TTY (508) 678-2460 Person in Charge

Steve Figueiredo Center Director

Local Service Sites

Brockton Multi-Service Center 165 Quincy Street Brockton, MA 02302

Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, Whitman **Telephone** # (508) 897-2000

Fax (508) 897-2075 TTY (508) 897-2102 (Crisis Unit) Person in Charge Richard Jobin Center Director

Emergency/Crisis 24-hr.

Brockton Multi-Service Center 165 Quincy Street Brockton, MA 02302 **Telephone** # (508) 897-2100

Fax (508) 586-5117 TTY (508) 897-2102 Person in Charge Mike Zwalsky

Cape Cod & The Islands Site Office 77 High School Road Extension

Hyannis, MA 02601

Aquinnah, Barnstable, Bourne, Brewster, TTY Chatham, Chilmark, Cotuit, Dennis, Eastham, Edgartown, Falmouth, Harwich, Hyannis, Mashpee, Nantucket, Oak Bluffs, Orleans, Osterville, Provincetown, Sandwich, Tisbury, Truro, Vineyard Haven, Wellfleet,

West Tisbury, Woods Hole, Yarmouth

Telephone # (508) 957-0900

Fax (508) 790-1024 TTY (508) 771-3907 Person in Charge

Steve Jochim Site Director

Emergency/Crisis 24-hr.

Cape Cod 270 Communication Way, Unit 1C Hyannis, MA 02601 Telephone # (508) 778-4627 Fax (508) 790-0899 TTY (508) 778-0229 Person in Charge Catherine Thomas

Fall River Corrigan Mental Health Center 49 Hillside Street Fall River, MA 02720

Fall River, Freetown, Somerset, Swansea, Westport

Emergency/Crisis 24-hr. Corrigan Mental Health Center 49 Hillside Street

Fall River, MA 02720

New Bedford 800 Purchase Street, Suite 200 New Bedford, MA 02740

Acushnet, Dartmouth, Fairhaven, Gosnold, Marion, Mattapoisett, New Bedford, Onset,

Rochester, Wareham

Emergency/Crisis 24-hr. 543 North Street

New Bedford, MA 02740

Plymouth 40 Industrial Park Rd. Plymouth, MA 02360

Carver, Duxbury, Halifax, Hanover, Hanson, Kingston, Marshfield, Pembroke, Plymouth, Plympton

Emergency/Crisis 24-hr. 118 Long Pond Road, Suite 206

Plymouth, MA 02360 Taunton/Attleboro

P.O. Box 4007 Taunton, MA 02780 Attleboro, Berkley, Dighton, Lakeville,

Mansfield, Middleboro, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Taunton

Emergency/Crisis 24-hr. 108 West Main St., Bldg. #2 Norton, MA 02766

Telephone # (508) 235-7200 Fax (508) 235-7346 TTY (508) 678-2460

Telephone # (508) 235-7200 Fax (508) 235-7345 TTY (508) 678-2460

Telephone # (508) 996-7900 Fax (508) 999-1331 TTY (508) 994-2338

Telephone # (508) 996-3154 Fax (508) 991-8082

Telephone # (508) 732-3000 Fax (508) 746-3224 TTY (508) 746-0847

Telephone # 800-469-9888 Fax: (508) 747-7838

Telephone # (508) 977-3150 Fax (508) 977-3752 TTY (508) 977-3696

Telephone # (508) 285-9400 1-800-660-4300 Fax (508) 285-6573 TTY (508) 285-8096 **Person in Charge** Steve Figueiredo Site Director

Person in Charge James Farrelly

Person in Charge Joyce O'Connor Site Director

Person in Charge Michael Page New Bedford Child & Family Services

Person in Charge Linda Lundin Site Director

Person in Charge Audrey Dana

Family Continuity Program

Person in Charge Margaret Shea Site Director

Person in Charge Merleen Mills

The following municipalities are covered by the Southeastern Massachusetts Area:

Abington Dennis Hanson Norton Somerset Acushnet Dighton Harwich Oak Bluffs Stoughton Duxbury Swansea Attleboro Holbrook Onset East Bridgewater Avon Hyannis Orleans Taunton Easton Kingston Barnstable Osterville **Tisbury** Berkley Eastham Lakeville Pembroke Truro Bourne Edgartown Mansfield Plymouth Vineyard Haven Brewster Fairhaven Marion Plympton Wareham Bridgewater Fall River Marshfield Provincetown Wellfleet West Bridgewater **Brockton** Falmouth Mashpee Raynham Carver Freetown Mattapoisett Rehoboth Westport Middleborough West Tisbury Gay Head Rochester Chatham Gosnold Nantucket Whitman Chilmark Rockland Halifax New Bedford Sandwich Woods Hole Cotuit Dartmouth Hanover North Attleboro Seekonk Yarmouth

Metro Boston Area

Clifford Robinson, Area Director

85 East Newton Street Boston, MA 02118 Phone (617) 626-9200 Fax (617) 626-9216 TTY (617) 626-8912

Kevin Guiney, Area Operations Manager David Hoffman, M.D., Area Medical Director Patricia Kenny, Director of Community Services Karl Peterson, LICSW, Director of Child/Adolescent Services Ronald Michaels, Area Forensic Director

Telephone #

(617) 971-3488

Fax (617) 522-7888

TTY (617) 971-3840

DMH Operated Facilities in Area and Local Service Sites

Metro Boston Mental Health Units at **Lemuel Shattuck Hospital** 170 Morton Street

Jamaica Plain, MA 02130

Lemuel Shattuck Hospital 170 Morton Street Boston, MA 02130

25 Staniford Street Boston, MA 02114

25 Staniford Street

85 East Newton Street

85 East Newton Street

Massachusetts Mental Health Center

Erich Lindemann Case Management/Community Site

Metro Boston Mental Health Units at **Erich Lindemann Mental Health Center**

Boston, MA 02114

Fuller/Bay Cove Case Management/Community Site Dr. Solomon Carter Fuller Mental Health Center Boston, MA 02118

Metro Boston Consolidated Child/Adolescent Site Dr. Solomon Carter Fuller Mental Health Center Boston, MA 02118

Cambridge/Somerville Case Management/Community SiteTelephone # 2400 Massachusetts Avenue

Cambridge, MA 02140

(617) 626-4800 Fax (617) 497-6128 TTY (617) 876-8832 **Person in Charge**

Person in Charge

Person in Charge Michelle Anzaldi, MPA

Person in Charge

Site Director

Center Director

Barbara Glick, RN, CS, MSN **Chief Operating Officer**

Laura Rood, RN, CS, MSN

Telephone # (617) 626-9300 Fax (617) 626-9591 TTY (617) 626-9576

Telephone # (617) 626-8500 Fax (617) 626-8515

Telephone # (617) 626-8500 Fax (617) 626-8515

Telephone # (617) 305-9900 Fax (617) 305-9912 TTY (617) 626-8912

Telephone # (617) 626-9200 Fax (617)626-9216 TTY (617) 626-9252 **Person in Charge** Theresa M. Harrison, LICSW Site Director

Chief Operating Officer

Mary Louise White, Ph.D., MS, RN

Person in Charge Karl Peterson, LICSW Director

Person in Charge Louise Dussault, M.Ed. Site Director

Areawide 24-hour Emergency Services offered by the Boston Emergency Services Team (B.E.S.T.), call 1-800-981-HELP. Cambridge/Somerville 24-hour Emergency Services offered by Cambridge Hospital, call 617-665-1560 or 617-665-1572, the contact person is Suzanne Bird, M.D.

The following municipalities are covered by the Metro Boston Area:

Allston Cambridge **East Boston** Revere **Boston** Charlestown Hyde Park Roslindale Chelsea Jamaica Plain **Brighton** Roxbury Brookline Dorchester Mattapan Somerville

Winthrop

Alphabetical Listing of Massachusetts Cities, Towns and Area Offices Covered by DMH

Abington (Southeastern) Acton (Metro Suburban) Acushnet (Southeastern) Adams (Western) Agawam (Western) Alford (Western) Allston (Metro Boston) Amesbury (North East) Amherst (Western) Andover (North East) Arlington (Metro Suburban) Ashburnham (Central) Ashby (Central) Ashfield (Western) Ashland (Metro Suburban) Athol (Western) Attleboro (Southeastern) Aquinnah (Southeastern) Auburn (Central) Avon (Southeastern) Aver (Central) Barnstable (Southeastern) Barre (Central) Becket (Western) Bedford (Metro Suburban) Belchertown (Western) Bellingham (Central) Belmont (Metro Suburban) Berkley (Southeastern) Berlin (Central) Bernardston (Western) Beverly (North East) Billerica (North East) Blackstone (Central) Blandford (Western) Bolton (Central) Boston (Metro Boston) Bourne (Southeastern) Boxboro (Metro Suburban) Boxford (North East) Boylston (Central) Bradford (North East)

Braintree (Metro Suburban) Brewster (Southeastern) Bridgewater (Southeastern) Brighton (Metro Boston) Brimfield (Central) Brockton (Southeastern) Brookfield (Central) Brookline (Metro Boston) Buckland (Western)

Burlington (Metro Suburban) Byfield (North East) Cambridge (Metro Boston)

Canton (Metro Suburban)

Carlisle (Metro Suburban)

Carver (Southeastern) Charlemont (Western) Charlestown (Metro Boston)

Charlton (Central) Chatham (Southeastern) Chelmsford (North East) Chelsea (Metro Boston) Cheshire (Western)

Chesterfield (Western) Chicopee (Western) Chilmark (Southeastern) Clarksburg (Western) Clinton (Central)

Cohasset (Metro Suburban)

Colrain (Western)

Concord (Metro Suburban)

Conway (Western) Cotuit (Southeastern) Cummington (Western) Dalton (Western) Danvers (North East) Dartmouth (Southeastern) Dedham (Metro Suburban)

Deerfield (Western) Dennis (Southeastern) Dighton (Southeastern) Dorchester (Metro Boston)

Douglas (Central) Dover (Metro Suburban)

Dracut (North East) Dudley (Central) Dunstable (North East) Duxbury (Southeastern) East Boston (Metro Boston) Eastham (Southeastern) East Longmeadow (Western) Easthampton (Western)

Edgartown (Southeastern) Egremont (Western) Erving (Western) Essex (North East) Everett (North East) Fairhaven (Southeastern) Fall River (Southeastern) Falmouth (Southeastern) Fitchburg (Central)

Easton (Southeastern)

Foxboro (Metro Suburban) Framingham (Metro Suburban)

Franklin (Central) Freetown (Southeastern) Gardner (Central) Georgetown (North East)

Florida (Western)

Gloucester (North East) Goshen (Western) Grafton (Central) Gosnold (Southeastern)

Gill (Western)

Granby (Western) Granville (Western)

Great Barrington (Western) Greenfield (Western)

Groton (Central) Groveland (North East) Hadley (Western) Hamilton (North East) Hampden (Western) Hanson (Southeastern)

Hanover (Southeastern) Hardwick (Central) Harwich (Southeastern) Hatfield (Western) Hathorne (North East) Haverhill (North East)

Hancock (Western)

Heath (Western) Hingham (Metro Suburban)

Hinsdale (Western) Holbrook (Southeastern) Holden (Central)

Holland (Central)

Hawley (Western)

Holliston (Metro Suburban) Holyoke (Western)

Hopedale (Central)

Hopkinton (Metro Suburban) Hubbardston (Central) Hudson (Metro Suburban) Hull (Metro Suburban) Huntington (Western) Hyannis (Southeastern) Hyde Park (Metro Boston)

Ipswich (North East) Jamaica Plain (Metro Boston) *Kingston* (Southeastern) Lakeville (Southeastern)

Lancaster (Central) Lanesboro (Western) Lawrence (North East)

Lee (Western) Leicester (Central) Lenox (Western) Leominster (Central) Leverett (Western)

Lexington (Metro Suburban)

Leyden (Western)

Lincoln (Metro Suburban) Littleton (Metro Suburbanl) Longmeadow (Western) Lowell (North East) Ludlow (Western) Lunenburg (Central) Lynn (North East) Lynnfield (North East) Malden (North East) Manchester (North East) Mansfield (Southeastern) Marblehead (North East) Marion (Southeastern)

Mattapan (Metro Boston) *Mattapoisett* (Southeastern) Maynard (Metro Suburban) Medfield (Metro Suburban) Medford (North East) Medway (Central) Melrose (Northeast) Mendon (Central)

Marlborough (Metro Suburban)

Marshfield (Southeastern)

Mashpee (Southeastern)

Merrimac (North East) Methuen (North East) Middleboro (Southeastern) Middlefield (Western) Middleton (North East) Milford (Central) Millbury (Central) Millis (Metro Suburban) Milton (Metro Suburban)

Millville (Central) Monroe (Western) Monson (Western) Montague (Western) Monterey (Western) Montgomery (Western) Mount Washington (Western)

Nahant (North East) Nantucket (Southeastern) Natick (Metro Suburban) Needham (Metro Suburban) New Ashford (Western) New Bedford (Southeastern) New Braintree (Central) Newbury (North East) Newburyport (North East) New Marlboro (Western) New Salem (Western) Newton (Metro Suburban) North Adams (Western) North Andover (North East) North Attleboro (Southeastern) Norfolk (Metro Suburban)

Northampton (Western)

Northboro (Metro Suburban) Northfield (Western) Norton (Southeastern) Norwell (Metro Suburban) Norwood (Metro Suburban) Oakham (Central) Oak Bluffs (Southeastern) Onset (Southeastern) Orange (Western) Orleans (Southeastern) Osterville (Southeastern) Otis (Western) Oxford (Central) Palmer (Western) Paxton (Central) Peabody (North East) Pelham (Western) Pembroke (Southeastern) Pepperell (Central) Peru (Western) Petersham (Western) Pittsfield (Western) Phillipston (Western) Plainfield (Western) Plainville (Metro Suburban) Plymouth (Southeastern) Plympton (Southeastern) Pocasset (Southeastern) Princeton (Central) Provinctown (Southeastern) Ouincy (Metro Suburban) Randolph (Metro Suburban) Raynham (Southeastern) Reading (North East) Rehoboth (Southeastern) Revere (Metro Boston) Richmond (Western)

Rochester (Southeastern)

Rockland (Southeastern))

Roslindale (Metro Boston)

Rockport (North East)

Rowley (North East)

Royalston (Western)

Russell (Western) Rutland (Central)

Roxbury (Metro Boston)

Rowe (Western)

Salem (North East) Salisbury (North East) Sandisfield (Western) Sandwich (Southeastern) Saugus (North East) Savoy (Western) Scituate (Metro Suburban) Seekonk (Southeastern) Sharon (Metro Suburban) Sheffield (Western) Shelburne (Western) Sherborn (Metro Suburban) Shirley (Central) Shrewsbury (Central) Shutesbury (Western) Somerset (Southeastern) Somerville (Metro Boston) Southampton (Western) Southboro (Metro Suburban) Southbridge (Central) Southwick (Western) Spencer (Central) Springfield (Western) Sterling (Central) Stockbridge (Western) Stoneham (North East) Stoughton (Southeastern) Stow (Metro Suburban) Sturbridge (Central) Sudbury (Metro Suburban) Sunderland (Western) Sutton (Central) Swampscott (North East) Swansea (Southeastern) Taunton (Southeastern) Templeton (Central) Tewksbury (North East) Tisbury (Southeastern) Tolland (Western) Topsfield (North East) Townsend (Central) Truro (Southeastern)

Turners Falls (Western)

Tyngsboro (North East)

Tyringham (Western)

Uxbridge (Central) Wakefield (North East) Wales (Central) Walpole (Metro Suburban) Waltham (Metro Suburban) Ware (Western) Wareham (Southeastern) Warren (Central) Warwick (Western) *Washington(Western)* Watertown (Metro Suburban) Wayland (Metro Suburban) Webster (Central) Wellesley (Metro Suburban) *Wellfleet* (Southeastern) Wendell (Western) Wenham (North East) Westboro (Metro Suburban) Westfield (Western) Westford (North East) Westminster (Central) *Westport* (Southeastern) Weston (Metro Suburban) Westwood (Metro Suburban) Weymouth (Metro Suburban) Whately (Western) Whitinsville (Central) Whitman (Southeastern) Wilbraham (Western) Williamsburg (Western) Williamstown (Western) Wilmington (Metro Suburban) Winchendon (Central) Winchester (Metro Suburban) Windsor (Western) Winthrop (Metro Boston) Woburn (Metro Suburban) Woods Hole (Southeastern) Worcester (Central) Worthington (Western) Wrentham (Metro Suburban)

Yarmouth (Southeastern)